



Student Handbook

2019/20

24-hour Emergency Phone Number: 07848 995858

Introduction

As your parents live overseas they are unable to care for you when you are out of school. Global Educational Guardians take on this responsibility particularly during Exeats and other times that the school is closed.

Global Educational Guardians' Director, Irina Gay is the official guardian to all students under Global Educational Guardians care.

Global Educational Guardians are on call 24 hours every day to help you with any difficulties or problems that may arise. Our responsibilities include:

- acting on behalf of your parents in situations where they are unable to do so due to distance or timing
- looking after your welfare in the UK when the school is closed for holidays
- providing a host family for you to stay with during Half Term and Exeat weekends when the school is closed
- assisting you with things you may need – school uniform, sports equipment, mobile phone, UK mobile sim card, etc.
- helping you arrange your travel both in the UK (taxi, train or bus) and back home (flight bookings, transfers)
- helping you if things go wrong: - if you get into trouble at school you may be suspended and asked to leave the school for a period, at short notice or if you get ill and need to go to hospital, or away from school
- being available for you anytime, particularly if you are worried about things like school, friends and the host family you stay with. Our carefully selected and inspected host families are fully checked and required to protect, care for and provide full board and lodging for you.

Feeling homesick

We understand that it can be difficult to be away from home, especially if it is for the first time. It may take some time to feel at home here in the UK, this is natural because a lot of things are happening – you have a new place to live, you are meeting new people and learning about a new culture and language! Relax and take some time, you should feel better after a few weeks. If you do not and would like to speak to us, you can contact us at any time. You can also contact Global Educational Guardians if you have a personal problem, or need some advice or support.

Some children will become homesick; most will cope with these feelings. Try to join clubs or get involved in activities early on before isolation or loneliness sets in.

Going to a new country and being part of a new culture can be confusing and difficult. Try to learn as much about the British culture, customs and behaviour as possible. People will be more helpful and much kinder if you are polite and show respect for others.

Staying with the Host Family

We place our students with Host families when schools are closed for half-terms and exeat weekends. You may find that there is more than one student staying with a host family at any one time. This can work very well, as it offers you additional company and friendship during your holiday period.

Staying with a host family is a wonderful opportunity to learn and understand about life in the UK. Here are some general points to help you make the most of this.

- Your hosts invite you to stay with them in their family home. This is very different from living in a hotel! Please behave as a polite and respectful guest.
- Speak to your host family about the “rules” of the household; for example, the best time to use the bathroom, what time they eat dinner, when the washing will be done, use of the phone etc.
- You are invited to eat your evening meals together and this is a great time to talk to them and to learn about the English way of life.
- If you are going to miss the evening meal, please phone your host family to let them know. Even better, tell them in advance so they can plan their shopping and cooking.
- Your hosts are concerned for your welfare. They work with Global Educational Guardians to help and support you.
- If you are ill, tell your host family or phone Global Educational Guardians so that we can help or call a doctor if necessary.
- Please ask your host family for permission each time if you want to invite friends back to the house.

Overnight guests are not permitted.

- If you break or damage anything, please tell your host family. These things happen sometimes!
- Make sure that you spend time with your hosts each evening – do not spend the whole evening in your bedroom.
- Make your bed and keep your room tidy.

Students are expected to respect their host family's way of life in return for being accepted as a guest. Hosts are encouraged to include you in family life and to arrange activities and excursions.

Please note, guardianship responsibilities remain with Global Educational Guardians during your stay with a Host Family, so you should speak to us about any concerns you may have. We will always do our best to help.

We are sometimes informed by students that they wish to make alternative arrangements for one or more nights' accommodation during Half Terms and Exeat Weekends. We have an obligation to your parents, schools and even the UK Immigration to care for and protect our students and to provide safe host family accommodation. Should you wish to consider alternative Half Term / Exeat care arrangements, Global Educational Guardians will require a written permission from your parents and contact details of a named adult, residing in the UK, who will take responsibility for the student during the stay.

What will a Host Family provide?

Meals

Students are entitled to three meals per day. English food tends to be fairly simple compared with some cuisines, but should always be wholesome and nourishing. English people usually eat their evening meal fairly early, often around 18.00 hrs. Your family may serve snacks and drinks between meals or allow you to help yourself. For breakfast you should get toast and cereal, and perhaps a cooked breakfast on occasions. Lunch is normally light, perhaps salad, sandwiches, cheese on toast and fruit or yoghurt. Dinner should include fish or chicken or red meat, vegetables and a dessert.

If you have things you like or don't like please tell your host and they will try and provide accordingly.

If you are hungry, please don't help yourself – ask the Host Family. Your family may be very interested in your own country's food – offer to cook!

Be sure to watch your table manners:

- Wait until everyone is seated at the table and has their food before you begin.
- If you want something, ask for it to be passed to you. English people use 'please' and 'thank you' frequently, so don't forget to do the same.
- It is the English custom to eat quietly, with your mouth closed!
- Stay at the table until everyone has finished and then ask to leave.
- When you leave the table, ask if you can help by taking your dishes to the kitchen, and leave them by the sink or place them in the dishwasher.

Host Family Home and Your Room

The family home may, of course, be very different from your own, but will be clean and comfortable. You will be provided with a single or twin room (one or two beds). Clean bedding and a towel are provided. The room will have some storage facility and a desk and adequate lighting for working. If there is not a table or desk and chair in the bedroom there will be another area in the house which you can use for your homework.

Shower and Bathroom

Your host family may need to use the bathroom as well as you and will tell you the most convenient time for you to use the bathroom and shower in the mornings and evenings. Remember that hot water may be limited, so you should only spend about 5-7 minutes in the shower. Make sure the shower curtain is on the inside of the shower cubicle to avoid flooding the bathroom.

Personal Hygiene: Most English people bathe or shower once a day. In Europe and Overseas bathing customs differ. Many people, for example, do not bathe as often. The same may apply to washing clothes. If you are not accustomed to bathing more than three or four times a week, the host family and friends may become offended by your body odour. Be sensitive about how you look and smell.

Laundry

Hosts are happy to help you with any washing you may have, especially during a longer break like Half Term. Ask your host if they would mind doing the washing for you (or offer to do it yourself) and where to put your dirty clothes. They will wash them and return them to you.

Telephone and Internet usage

Most families have a wireless broadband connection, and many are happy for you to use this for reasonable access to the internet from a laptop computer (such as social networking). If you are allowed to make telephone calls from the Host Family telephone always ask permission to do so beforehand. If you are allowed to receive telephone calls, arrange for people to call you after 9.00am and before 9.00pm.

Online safety and behaviour

There is no doubt that technologies including the internet and mobile phones offer tremendous opportunities for students, however as with any environment there are also risks. Risks associated with the internet, mobiles and social networking sites and other interactive services include:

- cyber-bullying
- grooming and potential abuse by online predators
- identity theft
- exposure to inappropriate content including self-harm

Students are responsible for their actions, conduct and behaviour on the internet in the same way that they are responsible at school during classes or during social activities. Use of technology should be safe, responsible and legal.

Stay Safe:

- Do not give your personal details to anyone online (e.g., full name, contact details).
- Do not meet with people who you have met online as it can be dangerous.
- Do not accept messages, emails or open files from people you do not know or trust as some can contain viruses or nasty messages.
- If something makes you feel uncomfortable or worried tell your parent, host family or a Global Educational Guardians staff member.

Curfew

If you are staying in a homestay, please follow the rules regarding curfew (what time you have to be home):

16 / 17 years old - 10pm at the latest

15 years old or younger - 9pm at the latest.

Please keep in contact with your host so they know what time to expect you home. If you are delayed – you must phone the host family immediately. If you are in serious difficulty, phone our emergency number and possibly call the police on 999.

Students Travel

For transfers between the airport and school, or between the Host Family and school, Global Educational Guardians have drivers available to meet students and take them to any address in the UK. Travel by rail and coach can be arranged for economical long distance transfer. If we have booked a taxi for you to travel, please be certain to keep your mobile switched on so that we can contact you.

Parental Authority

Schools frequently need a parent or guardian to sign for parental permission for you to participate in school activities and excursions. Our policy is to forward these to your parents for approval if the cost is over GBP50, and / or if the activity is strenuous or potentially dangerous. Otherwise we will sign, unless your parents have indicated otherwise on the Application Form.

Mobile Phones

We can assist in arranging "Pay as you Go" mobile sim cards or phones.

Emergencies

Global Educational Guardians will assist 24 hours per day. In the case of emergencies, please ring Global Educational Guardians Director Irina Gay on mobile number +44 (0) 7848 995858.

Not Allowed:

Staying away overnight – is forbidden unless Global Educational Guardians have already received specific permission, in writing, from your parents.

Friends overnight - you must not have other friends to stay overnight unless they have contacted Global Educational Guardians for consent beforehand.

Having any friends of the opposite sex in your bedroom.

Using the Host Family's phone or computer without their permission.

Hair colour and body piercing – Schools do not allow the students to colour their hair and you may not use hair dye in hosts' homes. It is the same for body piercing.

Smoking – is not allowed at school or with host families.

Drugs The use of all non-prescription drugs is illegal for anyone in the UK. This means that you may only take drugs and medicines issued by your own Doctor, hospital Doctor or those that you can buy from the chemist without a prescription.

Drink In Britain you have to be 18 years of age to be able to buy and drink alcohol. These restrictions will be one of the important rules laid down by your school.

Sickness

If you are sick, tell the host family and they will make an appointment for you to see the family doctor. You will have been registered with the NHS by the school. If the illness becomes more serious or hospitalisation ensues, or treatment at your local A&E is necessary, your host will immediately ring the Global Educational Guardians emergency number: 07926 801 393.

Registering with a GP

When you have found a practice you like, you'll have to formally register with it as an NHS patient by submitting a registration form to them. The GMS1 registration form is available at the practice. You will need to bring a proof of address letter with you. It can be obtained from your school.

Pocket Money

Your pocket money can be deposited into a bank account and handled by you or given to your school to administer. Most older students handle their own pocket money, with younger students having their pocket money administered by the school. Global Educational Guardians or your school will help you to open a bank account when you arrive in the UK, if this is necessary. If you have no pocket money when staying with the host family, we can cover the cost of your entrance for activities such as swimming or cinema (to a maximum of £ 30).

Opening a bank account

Most UK banks offer Children's Account (age 11-15) and Young Person's Account (age 16-19). You will need to apply in your chosen bank's branch, and confirm your identity and current address by providing: either your passport with student visa, if that is appropriate or European Union National Identity Card or UK full photo-card driving licence a letter from your school confirming your UK study details and your address.

Safeguarding policy – summary

■ What is safeguarding?

Global Educational Guardians has a duty of care toward young people who use our services. We have a policy and procedure in place to help protect our students from harm and for reference in case something goes wrong. All staff members are responsible for students' safeguarding.

■ Who can I speak to?

If you would like to speak to someone or report a safeguarding issue, please contact one of the following staff members (all trained to Level 3 in Safeguarding):

Designated person: Mrs Irina Gay

+44 (0) 7848 995858

Deputy designated person: Mrs Marina Khan

+44 (0) 7983 213125

What is an allegation?

Information which shows an adult may have:

- behaved in a way that has/may have harmed a child
- possibly committed a criminal offence against or related to a child
- behaved towards a child in such a way that indicates s/he would pose a risk of harm if working closely or regularly with a child

Types of abuse: Grooming, Sexual abuse, Emotional abuse, Physical abuse, Neglect, Controlling, coercive and threatening behaviours. If you have a concern about any of the above, please contact Global Educational Guardians Child Protection Designated Person or Deputy Designated Person.

For further information on safeguarding students, please view the following:

- **Safeguarding Policy**

I have received and agree to read the guidelines in the Student Handbook and will abide with the rules listed in it.

Name of Student: School

Signed Date

Global Educational Guardians Ltd

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